User Manual

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1. INTRODUCTION

Congratulations on choosing the Your-Data Internet Backup service. We believe you will find Your-Data Internet Backup to be the most secure, scalable and efficient solution in addressing the risk associated with the protection of critical data. If you experience any difficulty during the installation of Your-Data Internet Backup, please contact us using the details on our website at www.your-data.co.uk.

Your-Data Internet Backup Desktop and Laptop Edition (DL) is a remote storage solution that utilises client/server architecture to securely replicate data from the client device to a central data server. Data is compressed to minimise bandwidth utilisation and transferred using a secure SSL connection to the server. The data is stored in an encrypted format, using an encryption key known only to you.

Your-Data Internet Backup minimises risk, maximises productivity and allows you to regain control of their your most valuable asset – your data.

2. OVERVIEW

2.1 Your-Data Internet Backup Service Overview

Your-Data Internet Backup is an automated on-line network-based data backup and recovery solution of computers. Backed up files are stored on the BCL Platform. Key service concepts are outlined below.

Automated:	Backups can be scheduled to run unattended at a particular time or frequency.
Secure:	Data is encrypted before leaving the computer and remains so until recovered. SSL is used for network encryption and 448 bit Blowfish for storage.
Networked:	Data is transferred via any TCP-IP enabled network connection. This removes the cost and effort of daily physical data shipment.
On-Line:	A full copy of the most recent data is kept available for immediate recovery, eliminating the response times associated with near-line and off-line systems.
Disk to Disk:	Backups are held on disk for 60 days, enabling faster recovery, before being archived to tape for long term storage. Writing to disk also improves backup speed and data integrity verification.
Incremental:	Only files that have been modified or added since the last backup will be identified for backup by the system.
Sub-File:	Changes to a file are extracted at the binary level. For example if a Word document is edited only the changed bytes of that document will be extracted and sent through to the backup server.
Progressive:	The BCL Platform is able to update files using the daily incrementals. This means every recovery is a full, updated file.

The two primary advantages are a reduction in the size of the backup, thereby reducing data transfer and storage requirements, and speed of recovery, a direct result of the ability to perform full point in time restores from disk. This makes the service well suited to data backups and recovery in distributed or networked environments while automation with remote management removes the effort associated with manual and tape based solutions.

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2.2 Solution Architecture

Your-Data Internet Backup is a client–server service. It is necessary to install an agent onto the computer to be backed up and this then transfers the data across the Internet network to the BCL Platform.

By using the service you will have four copies of your data backed up and stored: on your local computer (in cache); at the BCL Platform; at a mirrored site and also on tape.

The service will allow you to access your data whereever you are, provided you have Internet access using the web browser aspect of the service.

On signing up to the service you will be sent a link to enable you to download the software from our website. Should you take advantage of the installation service then one of our engineers will install the software for you.

When you download the software follow the installation and user instructions included within this user manual. This is also available from the Your-Data web site.

2.3 Connections

Connection Settings : The minimum Internet connection requirements for the services to work is at least 56k, however we do recommend a broadband connection. If you are unsure about the suitability of your connection or information on our available broadband services then contact Your-Data support.

2.4 Account Set-Up and Starting

How to start

You will be provided with a specific link to our website. From here, you will be able to download the software. We recommend that you save this user manual on your computer as it contains the instructions for setting up and using the software.

If you have ordered the installation service from Your-Data then the application shall be installed for you, however you will still require to complete section 3.1 of the installation yourself to maintain the security of your account.

WE RECOMMEND THAT YOU READ THE INSTALLATION SECTION OF THIS MANUAL BEFORE COMMENCING AN INSTALLATION OF THE SOFTWARE.

To start the service, simply double click on the software icon which will launch the installation file. Run the software installation file on the computer to be backed up.

When you open the software for the first time, the Setup Wizard will start automatically. You will need to create an account for your computer on the BCL platform.

Account Setup and User Access

You will be prompted to create your own password, encryption key and user name (your Pass Phrase)

Note: Your encryption key is not stored anywhere on the BCL Platform, and is only known to you. If you forget this encryption key, it will render your data unrecoverable. See below for further details

Once you have created your account, the software will install and you will be taken into the main software interface (the Backup Client) with self-explanatory tabs and a help function.

2.5 System Requirements

Amount of Data Protected	Recommended Processor	Recommended Memory
Less than 100 GB	Pentium III 750MHz	512MB
200GB	P4 entry level	512MB
500GB	P4 2.0GHz	1GB
1TB	Dual Xeon 3GHz	2GB

Customer Platform System Requirement for Desktops and Laptops

Operating System

- Microsoft Windows XP Professional and Home
- Microsoft Windows 2000 Professional
- Microsoft Windows Millennium Edition (ME)
- Microsoft Windows 98 Second Edition

Processor

- Required: Pentium processor – Intel compatible
- Recommended: Pentium III-750Mhz to back up more than 500 documents

Memory

Memory requirements mainly depend on the amount of files selected for backup.

- Required: 128MB RAM above what you need for your operating system and application requirements.
- Recommended: RAM above operating system and application requirements.

Disk Space

- Required: for actual installation of software plus space for a local cache.
- Recommended: The local cache needs to be an amount of space equal to the backup account limit. The local cache can be as large as the total size of all files selected for backup; a file selection of 100MB needs up to 100MB extra disk space for the cache.

Minimum Video Settings

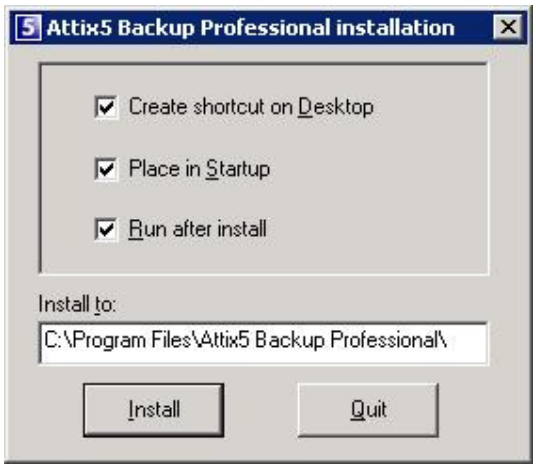
- 800 x 600 Resolution, 256 colours

Other Hardware

- Network interface card or a virtual network adapter card
- CD-ROM drive
- Internet access to download and install the software and to backup the computer

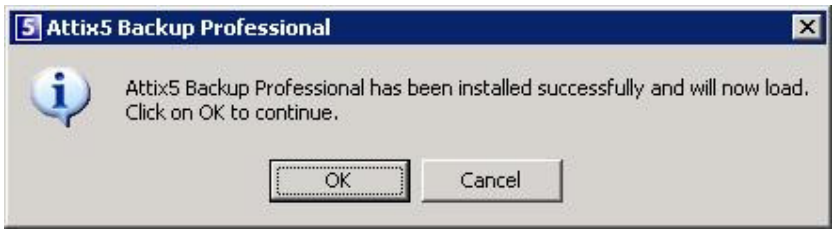
3. INSTALLATION

To install the Internet Backup Desktop and Laptop software, simply run the software installation file we provided to you.



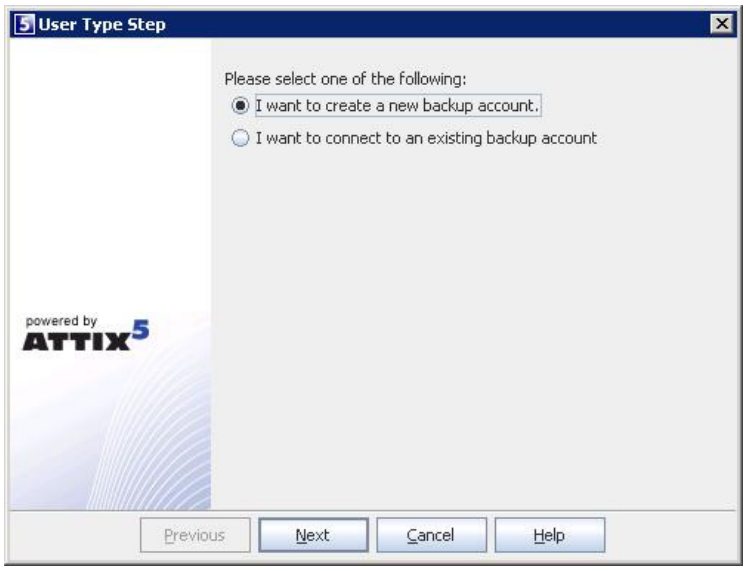
You have the option to decide whether you would like the Installer to create a shortcut on the desktop, place a copy in the Startup Folder and if the Backup Client should run after the installation process has been completed. At the bottom of the window, Install to enable you to change the installation path.

Click on Install to continue. The Installer will extract the files and install the Backup Client. When the installation is complete, the message "Attix5 Backup Professional has been installed successfully and will now load. Click on OK to continue." will be displayed. Click on OK


Attix5 Backup Professional
Attix5 Backup Professional has been installed successfully and will now load.
Click on OK to continue.
OK
Cancel

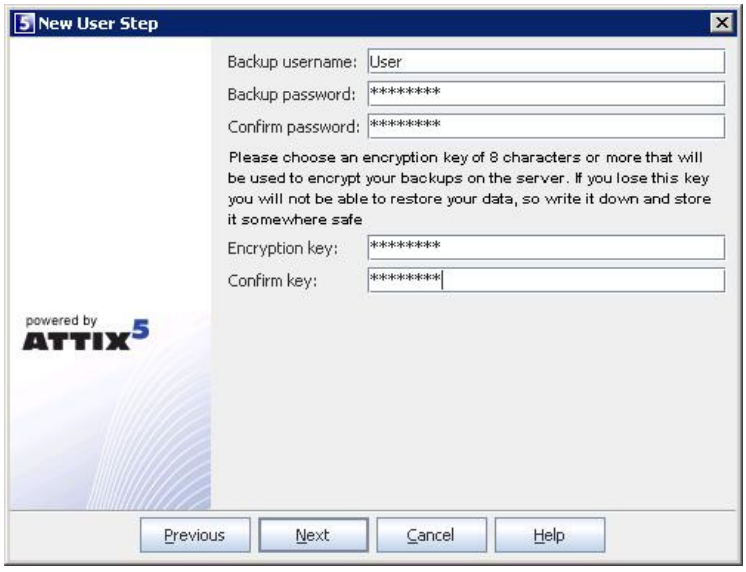
When you open the Backup Client for the first time, the Setup Wizard will start automatically. You need to create an account for the Backup Client on the BCL Platform before you can initiate any backups.

3.1 The Set-up Wizard



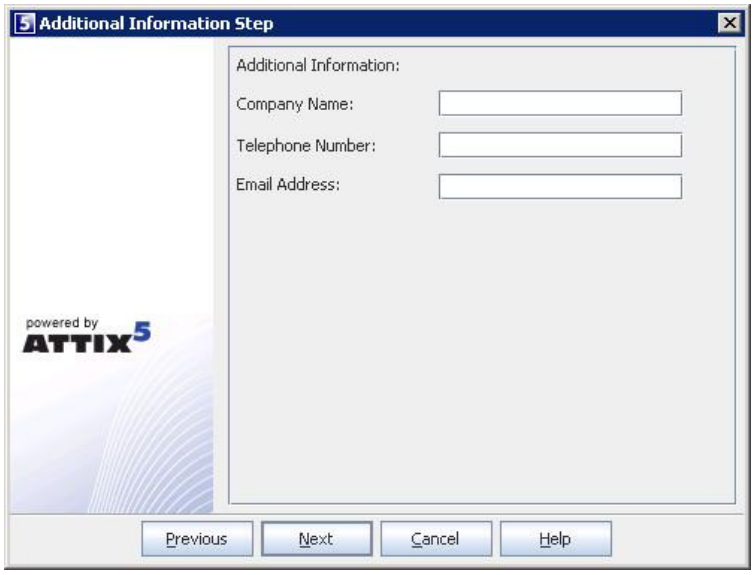
Step 1 of 7: If you are installing the backup software for the first time select "I want to create a new backup account". If you have an existing account that you want to reconnect to, select the "I want to connect to an existing backup account" option. Click Next to continue.

Note: You cannot connect from different computers to the same backup account. Each computer must have a separate account.

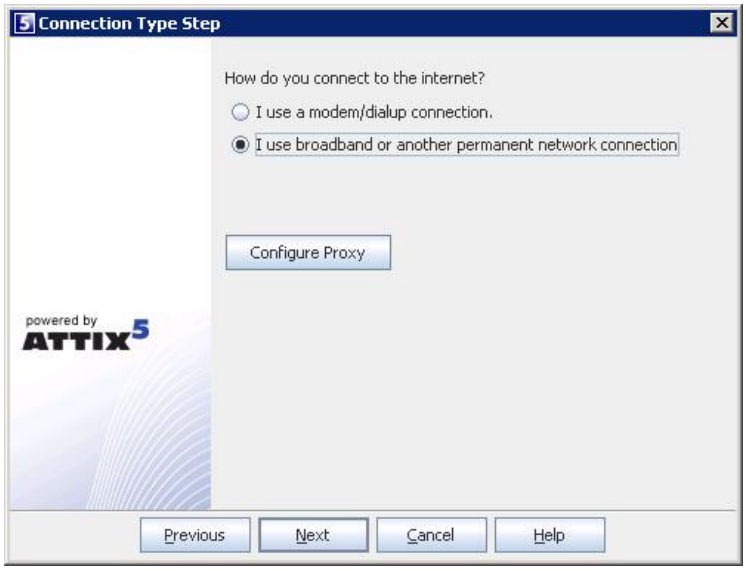

New User Step
Backup username: User
Backup password: ********
Confirm password: ********
Please choose an encryption key of 8 characters or more that will be used to encrypt your backups on the server. If you lose this key you will not be able to restore your data, so write it down and store it somewhere safe
Encryption key: ********
Confirm key: ********
powered by ATTIX5
Previous
Next
Cancel
Help

Step 2 of 7: Choose and enter your backup username, password and encryption key. The backup username and password can consist of any keyboard combination between 4 and 20 characters. The encryption key can be any keyboard combination between 8 and 56 characters. Click Next.

Note: Do not forget your encryption key as you will not be able to retrieve your data without this encryption key.

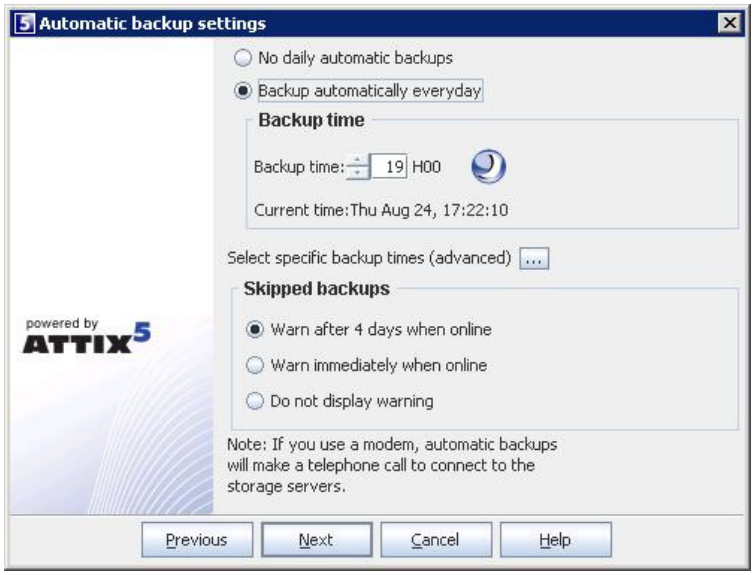


Step 3 of 7: Enter the appropriate information in these boxes, and click Next to continue.



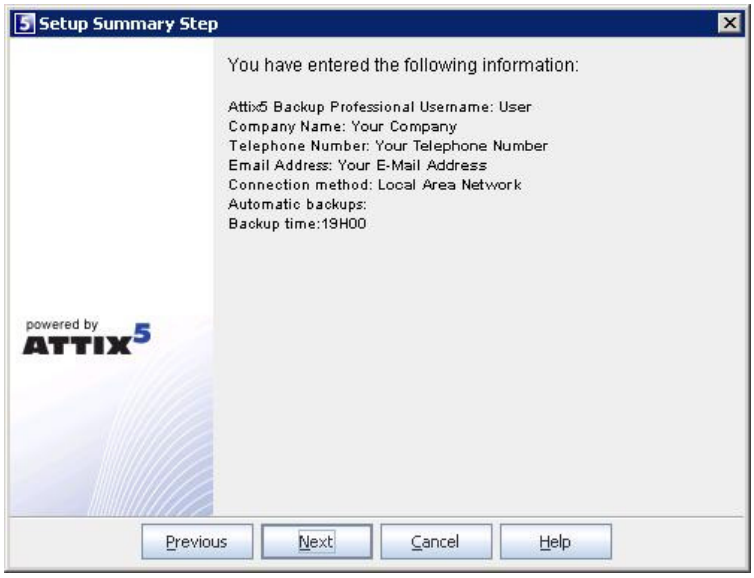
Step 4 of 7: Select the connection that you want to use to connect to the BCL Platform. Use the Configure Proxy button to specify any Proxy settings needed for communications to the Internet. Click Next to continue. If you select the modem/dialup connection, the next step will prompt you to supply the connection that you want to use.

Step 5 of 7: This step will only appear if you selected the "modem/dial-up connection" option in Step 4. Select the dial-up connection that you use to connect to the Internet and enter the dial-up username and password. Click Next.


Automatic backup settings
No daily automatic backups
Backup automatically everyday
Backup time
Backup time: 19 H00
Current time:Thu Aug 24, 17:22:10
Select specific backup times (advanced) ...
Skipped backups
Warn after 4 days when online
Warn immediately when online
Do not display warning
Note: If you use a modem, automatic backups will make a telephone call to connect to the storage servers.
powered by ATTIX5
Previous
Next
Cancel
Help

Step 6 of 7: In this step you can configure the backup schedule. The default backup time is 19h00. It is advised to backup at night when the computer is not in use. The computer (and the modem if you are using a dial-up connection) must be switched on at the time of scheduled backups. With Skipped backups the Backup Client can notify you if you missed any scheduled backups. Click Next.

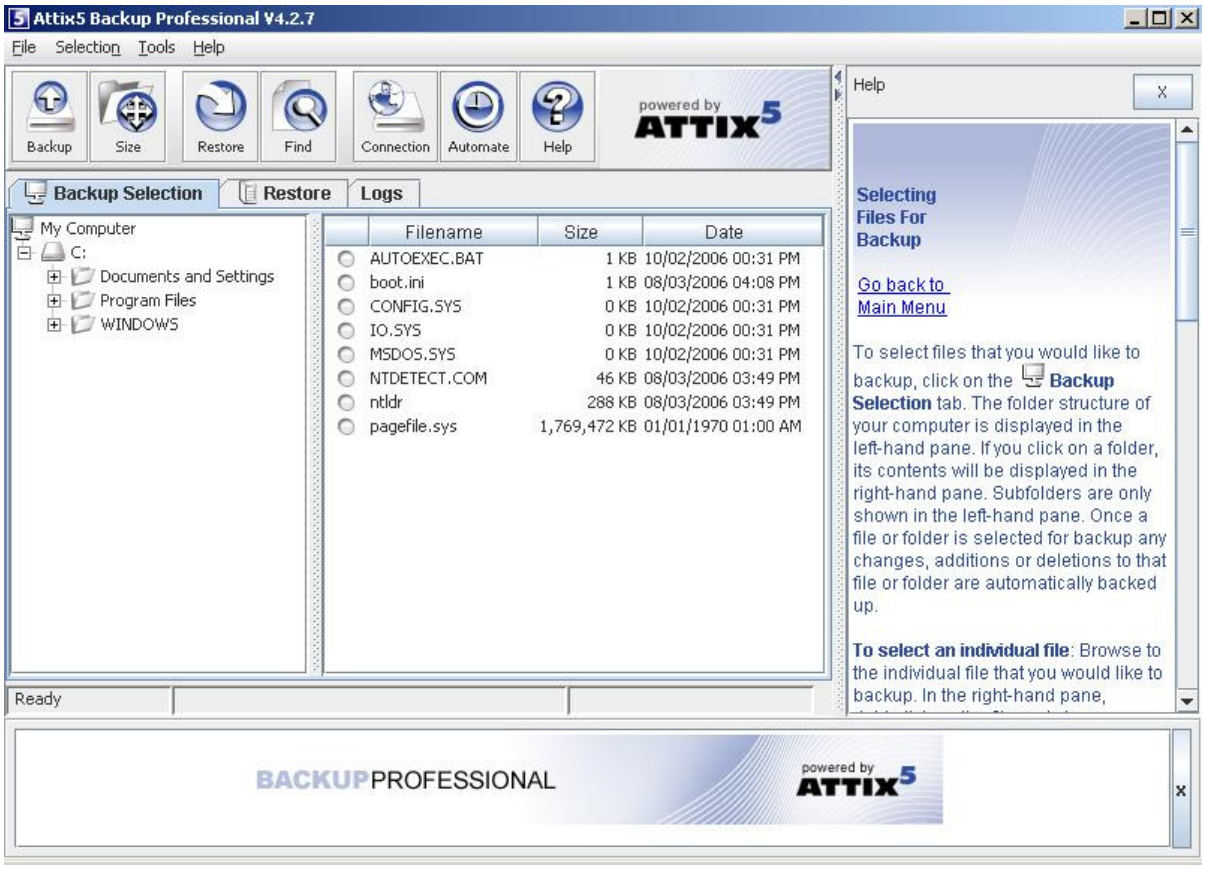
Note: If you do not schedule any backups, you have to manually backup your data. We strongly recommend that you run automated backups.



Step 7 of 7: Confirm that the information you supplied is correct, and click Next. The Backup Client will connect to the BCL Platform and configure your account. A message will be displayed to confirm that your account was created successfully. Click OK to close the message box.

4. BACKUP CLIENT

Your-Data Internet Backup Desktop and Laptop Edition keeps your most valued data secure. It allows you to select files and initiate backups, and to restore lost or corrupted files. You can also find and restore files from previous backups and schedule automatic backups.


Attix5 Backup Professional V4.2.7
File Selection Tools Help
Backup
Size
Restore
Find
Connection
Automate
Help
powered by ATTIX5
Backup Selection
Restore
Logs
My Computer
C:
Documents and Settings
Program Files
WINDOWS
Filename
Size
Date
AUTOEXEC.BAT 1 KB 10/02/2006 00:31 PM
boot.ini 1 KB 08/03/2006 04:08 PM
CONFIG.SYS 0 KB 10/02/2006 00:31 PM
IO.SYS 0 KB 10/02/2006 00:31 PM
MSDOS.SYS 0 KB 10/02/2006 00:31 PM
NTDETECT.COM 46 KB 08/03/2006 03:49 PM
ntldr 288 KB 08/03/2006 03:49 PM
pagefile.sys 1,769,472 KB 01/01/1970 01:00 AM
Ready
Help
Selecting Files For Backup
Go back to Main Menu
To select files that you would like to backup, click on the Backup Selection tab. The folder structure of your computer is displayed in the left-hand pane. If you click on a folder, its contents will be displayed in the right-hand pane. Subfolders are only shown in the left-hand pane. Once a file or folder is selected for backup any changes, additions or deletions to that file or folder are automatically backed up.
To select an individual file: Browse to the individual file that you would like to backup. In the right-hand pane,
BACKUPPROFESSIONAL
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Should you require assistance whilst using the Backup Client, you may select Help from the Help menu. This additional windowpane, on the right of the window above, will guide you through the operation of the Backup Client. For an up-to-date version of this user manual, please visit http://www.your-data.co.uk

If you open the Backup Client you will notice a new icon in the system tray. The Backup Client must be running to initiate the scheduled backups. If you move the mouse pointer over the icon, it will display the next scheduled backup time. After you have selected files for backup, you can close the Backup Client. The Backup Client will stay active in the system tray and initiate any scheduled backups, which will backup your selected data to the BCL Platform.

If you right-click on the Backup Client you will see the following options:

Open Attix5 Backup Professional	To open the Backup Client to modify your file selection, initiate backups, restore files and configure the backup schedule. You can also open the Backup Client by double-clicking on the icon.
Backup Now	With this option you can manually initiate a backup without having to open Backup Client first.
Quit	To close the Backup Client Note: This will stop all automatic backups.

If the Backup Client is open but another program is active, you can right click on the Backup Client and click on Show Attix5 Backup Professional , or simply double-click on the icon. This will bring the Backup Client to the front.

5. HOW TO BACKUP

This section describes how to select files and folders for backup, how to add filters to folders to automate the file selection of certain file types, and how to backup your files to the BCL Platform.

5.1 Selecting Files to Backup

To select files that you would like to backup: click on the My Computer tab. The folder structure of your computer us displayed in the left-hand pane. If you click on a folder, its contents will be displayed in the right-hand pane. Subfolders are only shown in the left-hand pane. Once a file or folder is selected for backup any changes, additions or deletions to that file or folder are automatically backed up.

To select an individual file: browse to the individual file that you would like to backup. In the right-hand pane, right-click on the file and choose Select or click in the box next to the file. A selected file is displayed with a green icon. To deselect a file you can either click on the box again or right-click on the file and Deselect it. Folders that have some files selected are displayed with a green tint.

To select an entire folder: right-click on the folder and select Include Folder. You can also use the left mouse button to highlight the folder and the Include the folder from the Selection menu. Included folders are displayed with a green folder. All files in the included folder and its subfolders are now selected for backup. Any changes made within this folder or its subfolders will automatically be included as well. To deselect a folder, right-click on the folder name and select Deselect Folder from the selection list.

To exclude a file or folder: if an entire folder is included but you want to exclude a particular file or subfolder, right-click on the file or folder and select Exclude. Excluded items are displayed with red icons or red folders. Folders that have been selected but have some files or subfolders excluded are green with a red tint.

To verify the size of your backup, select Calculate Size from the File menu or click on the Size button in the toolbar. If your backup set is larger than your allocated limit then you have to reduce the size of your selection. To remove files, right-click on a file that you want to exclude and click on Deselect. Alternatively, you can ask Your-Data to upgrade your account limit.

If you do not want to wait for the next automated backup, you can select Backup Now from the File menu to manually start the backup process.

5.2 Filters

You can use a filter to automate the file selection of particular file types from a specific folder and its subfolders. For example, a *.doc filter will include all existing Word documents, as well as any new Word documents that may be added later. To add a filter to a specific folder, right-click on the folder, select filters and choose one of the available filters from the list.

A few filters have been provided for you to start with. You can create, modify and delete any if the filters. To modify a filter, delect Filters from the Selection meny and click on Edit filters. Select one of the filters and Add or Remove any of the file types. The New filter option allows you to add additional filters. Supply a name that describes the filter and then enter the file type(s).

Example: AutoCAD users may want to select only their drawing files as the rest are generated by AutoCAD and do not need to be backed up. The filter could be called Drawings and the filter type would be *.dwg.

Files and folders that are included by applying a filter are displayed with blue icons and blue folders. You can exclude particular files or folders by right-clicking on the file or folder and then selecting Exclude. A filtered folder with exclusions is displayed with a red tint. More than one filter can be applied to a specific folder. To remove filters from a folder, right-click on the folder, select Filters and clear the checkbox next to the specific filter(s) that you want to remove.

5.3 Manual Backups

After you have selected the files and folders for backup, you can manually initiate the backup process by selecting Backup Now from the File menu or by clicking on the Backup button in the toolbar.

You may close the Backup Client after you have started the backup process by clicking Hide. This will not cancel the backup process and you can at any stage open the Backup Client to view the progress of the backup.

Backup log information can be viewed in the Log tab. Backup entries are displayed in blue.

5.4 Automatic Backups

The Backup Client can be scheduled to backup your selected files and folders automatically. Note that if you configure the Backup Client to backup at night, the computer must be powered on. The backup schedule can be changed by selecting Automatic Backups from the Tools Menu or by clicking on the Automate button in the toolbar. Backup logs can be viewed in the Log tab. Backup entries are marked in blue.

Automatic Backups that are scheduled between 19h00 and 07h00 will start at the scheduled time but the Backup Client will randomly select a time between the start time and 07h00 to transfer your data to the BCL Platform. This reduces traffic peaks on the servers and makes it impossible for a third party to anticipate the exact time when your data will be transferred to the BCL Platform. Automatic Backups scheduled during daytime will start at the scheduled time and immediately transfer your data to the server.

Note: You are advised not to disable automatic backups as you will then have to manually back up your files.

5.5 Backup Resume

The Backup Client can try to resume a backup if the previous request failed for whatever reason.

If you select Backup Now from the File menu or you click on the Backup button in the toolbar and the previous backup was not successful, the Backup Client will prompt "Do you want to resume the failed backup?" If you select Yes, the Backup Client will try to continue from where the process failed during the previous backup. Select No to initiate a new backup or Cancel to return to the Backup Client.

6. HOW TO RESTORE

This section describes how to select the files that you want to restore, how to search for specific backed up files, and finally how to restore files from the BCL Platform.

6.1 How to Restore Files and Folders

Open the Backups tab. From this tab, you can gain access to your backed up files. Your latest backup is show in the Last Backup folder. If you expand the Previous Backups folder, the Backup Client will connect to the BCL Platform and retrieve a list of previous backup dates.

Select the files and/or folders you want to restore. To select a single file, right-click on the file and click on Select or you can click in the box next to the file. To select an entire folder, right-click on the folder and then choose Select folder. Selected files are displayed with green icons. To start the restore process, select Restore from the File menu or click on the Restore button in the toolbar.

The Backup Client will prompt for a restore location to where the file(s) must be restored. If you select Original location, the files will automatically be restored to the same location from where they were backed up.

Note: If you choose this option, the restored files will overwrite any existing files with the same name in that location. You will be warned before the Backup Client overwrites any files.

If you do not want to overwrite the current copy of these files, select the Folder option.

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08450043025 www.your-data.co.uk (v3.2) P 12/20
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6.2 Restore Options

Recreate directory structure	By default, the folder structure is recreated in the restore folder. If you want all files to be restored to one location, uncheck the Recreate folder structure option. Note: If you are restoring files from different folders with the same filename, you must recreate the folder structure or they will overwrite each other.
Overwrite files	Enable this option if you do not want the Backup Client to prompt you before overwtriting an existing file.
Use compression (faster over the Internet)	Tick the Use compression option to enable compression. With this setting enabled, the BCL Platform will compress the files before transferring them to the Backup Client. Note: You are advised to always enable this setting if you have a slow connection to the Internet as the files are smaller with this option enabled.

Restore log information can be viewed in the Log tab. Restore entries are displayed in green.

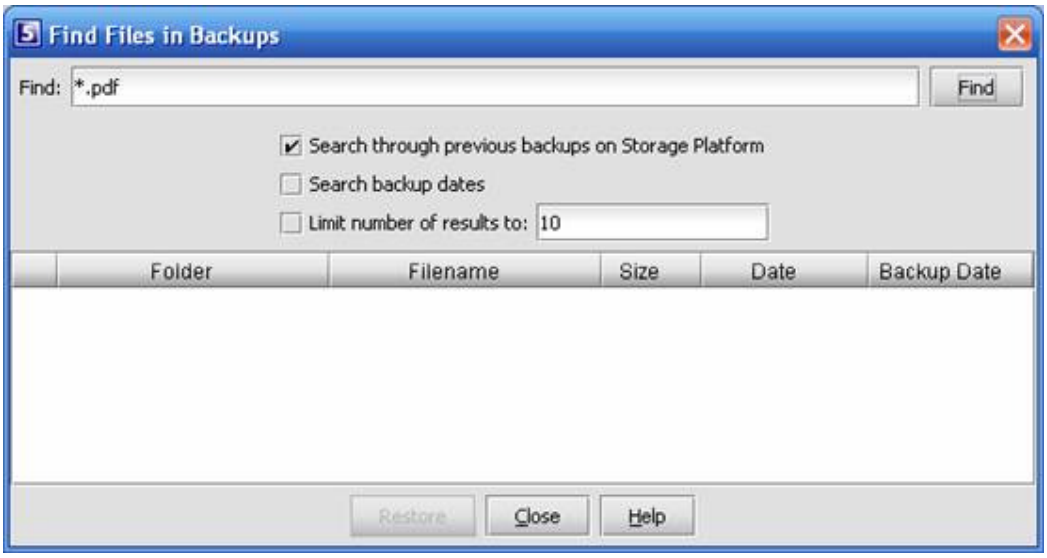
6.3 Finding Files

The Find files in Backups option enables you to search through your previous backups to find a specific file. You have the option to do a local search from your last backup, or you can connect to the BCL Platform to search through your previous backups.

To search for a file from your latest backup, select Find files in backups from the File menu or click on the Find button in the toolbar. Enter the filename in the textbox and click on Find.

Example: If you enter help in the textbox, the Backup Client will display a list of all backed up files from your last backup that contain help in either the filename or folder.

Note: You can use the * and ? wildcards for advanced search queries to find the files that you are looking for.



To search fo files from previous backup sets, enable the Seacrch through previous backups on server checkbox.

File dates can also be specified and you can limit the number of results that must be displayed . Note: The Backup Date is used if you enable Search file dates and not the file create or file modified dates.

To restore the located files, select them individually and then click on the Restore button.

7. OPTION AND SETTINGS

From this Tools menu option you can view and configure the primary Backup Client option and settings. To open this section, select Options. . . from the Tools menu. The various options and settings are grouped according to their functions and displayed in different tabs.

Note: Please read through this section carefully before you change any of these settings. Incorrect settings could cause serious problems or even stop the Backup Client from backing up your data.

7.1 Accounts and Security

Account Information

This section displays your backup account information as it is stored in the BCL Platform. You can use the Update Limit button to update your account limit from the BCL Platform. This tool is useful to verify that your account limit has been modified after requesting a change.

Account Setup / Change Password or Encryption Key

If you need to change your password or encryption key, select either the Change Password or Change Encryption Key buttons. Changing your encryption key involves extensive processing on the BCL Platform and will take several minutes. It should therefore not be done unless your encryption key has been compromised.

Security Settings

The Security window allows you to select whether the Backup Client should remember the backup account password when running a backup or restore. There are three options available:

Remember password for backup and restore: the Backup Client remembers the user password when doing a backup or restore. This is the default setting.

Prompt for password on restore: the Backup Client prompts for the user password during the restore process.

Prompt for password on backup and restore: the Backup Client prompts for the user password during a backup or restore process. Automatic backups are not possible with this setting.

7.2 Connections

Connection Settings

In this section, you can change the connection that the Backup Client must use to connect to the BCL Platform. You can choose between a network or dial-up connection.

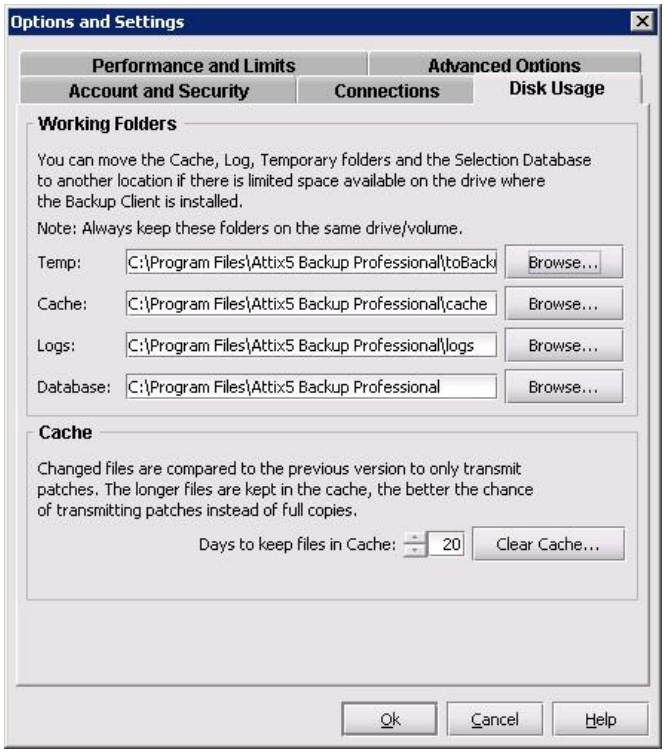
Dial-Up Settings

The Dial-up Settings button is enabled if you select the Dial-up option. Click on this button to select an existing dial-up connection configured on the computer, and supply the username and password for that Internet connection.

Proxy Server

Enable the Use a proxy server for your network or dial-up connection checkbox if you connect to the Internet via a proxy server, and supply the necessary information.

7.3 Disk Usage


Options and Settings
Performance and Limits
Advanced Options
Account and Security
Connections
Disk Usage
Working Folders
You can move the Cache, Log, Temporary folders and the Selection Database to another location if there is limited space available on the drive where the Backup Client is installed.
Note: Always keep these folders on the same drive/volume.
Temp:
C:\Program Files\Attix5 Backup Professional\toBack
Browse...
Cache:
C:\Program Files\Attix5 Backup Professional\cache
Browse...
Logs:
C:\Program Files\Attix5 Backup Professional\logs
Browse...
Database:
C:\Program Files\Attix5 Backup Professional
Browse...
Cache
Changed files are compared to the previous version to only transmit patches. The longer files are kept in the cache, the better the chance of transmitting patches instead of full copies.
Days to keep files in Cache:
20
Clear Cache...
Ok
Cancel
Help

Working Folders

If you have limited space on the drive where the Backup Client is installed, you can move the Cache and Temporary folder to another drive. The toBackup folder is used for temporary workspace when the files are patched, compressed and encrypted for a specified amount of days.

Note: Always keep these folders on the same drive. If you move these folders to a network share, please ensure that the Backup Client has the correct permissions to reconnect to that share.

Retaining a Local Backup Copy in Cache

When modifications are made to a file, the Backup Client only transmits the changes to that file, as opposed to transmitting the complete file again. This is accomplished by keeping a compressed copy of the file in a local cache and then using a sophisticated patching technique to extract the difference between the file in the cache and the one ready to be backed up.

Files are only kept in the cache for a certain amount of days. Once a file has been flushed from the cache, a full copy must be backed up when any modifications are made to the file. The longer files are kept in the cache, the better the chance of only transmitting patches instead of full copies and thus reducing the amount of data that needs to be transmitted. If you have limited disk space, you may want to consider shortening the time files are kept in the cache.

Note: If you select 0 days, patching is disabled, any files in the cache folder will be deleted, and complete files are backed up to the server during each backup.

To delete the current cache, use the Clear Cache. . . button. If you delete the cache, full copies of your selected files will be re-sent to the server during the next backup.

7.4 Performance and Limits

Processor Usage and Disk Access

The Backup Client uses a fair portion of the available processor power to patch, compress and encrypt files while during the backup process. If you use the computer at the same time, you may experience some performance deterioration. You can lessen this effect by lowering the Processor Usage.

Disk Access

Disk Access is another setting that you can modify to limit performance deterioration. If this setting is set too high, the Backup Client will continuously use all available disk access to write to the disk, ensuring that the process completes as fast as possibkle. The process will take longer if you lower this setting but your other applications will still function without any interruptions.

Limits

Outgoing transfer limit – the outgoing transfer bandwidth can be limited (in kBytes/second) in case you need to allocate only a certain amount of bandwith to the Backup Client.

Backup Size Restriction

You can limit the total amount of data that maybe transferred during each backup.This feature is especially useful if you have a poor Internet connection and you encounter problems with transferring large backups.

Note: If you enable this option, it may take several backups before all your files are backed up to the BCL Platform.

7.5 Advanced Options

Options and Retries

The Backup Client can be configured to Always connect to the BCL Platform during each backup to update its last backup date stamp, even if there were no changes made to the backup set. With this setting enabled, the BCL Platform will always be up to date with the latest backup date.

Number of Backup/Restore Attempts Before Cancelling

By default the Backup Client tries to connect to the BCL Platform four times before cancelling the backup process. If you have a poor connection to the Internet, you may want to consider increasing the number of attempts. The backup will continue from the previous point of failure. It will not resend the entire backup.

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Connection Retries

By default, the Backup Client will try to reconnect to the BCL Platform after 60 seconds, should the connection be dropped. This setting enables you to increase / decerase the duration between the retries.

Socket Timeout

The socket timeout is, by default, 120 seconds. If the Backup Client is connected to the BCL Platform and there is no communications between the two, this amount (in seconds) is the duratuion that the Backup Client will stay connected before dropping the connection.

Logging Level

You can specify the level of information that must be included in the log files. Choose between:

- Log all messages
- Suppress detail messages
- Log errors and warnings

8. ADDITIONAL SETTINGS

The Tools menu provides you with various options and settings that you can modify to enhance and streamline your Backup Client. You can also modify your accounts settings from this menu.

8.1 Outlook PST Files

Microsoft Outlook Plug-In Settings
Enable automatic closing of Microsoft Outlook
Restart Outlook after backup
Note: Outlook will only be closed if you have selected a PST file for backup
Note: Outlook will not be closed if you are editing a new email
Ok
Cancel

If you include any Microsoft Outlook PST files in your backup selection you can enable the Backup Client to close and restart Outlook during ther backup process. PST files are locked if Outlook is open so the Backup Client will skip this file as it cannot access the file to determine the changes since the previous backup.

Note: Outlook will only be closed if you have a PST file selected and it will not close Outlook if there are any unsaved emails open.

To enable these settings select Plugins from the Tools menu and click on Outlook. Enable the options that you want andclick on OK to save the settings.

You will be prompted whether you want to save any unsaved e-mail messages during the backup process. A 30 second delay has been implemented so that you can save these messages and close Outlook. If you do not close Outlook within this time, the backup process will continue and the file will be skipped.

8.2 Snapshot Backup and Restore

Snapshot Backup and Restore enables you to create a backup of your selected files on a local Snapshot server within your Local Area Network (LAN). This Snapshot server will then be physically moved to the server running the BCL Platform where the data will be transferred. The BCL Platform is usually hosted at a Datacentre off site and this feature enables the backup administrator to reduce the initial backup window if there is a large amount of data that must be backed up.

A similar procedure can be followed when restoring a large amount of data, for example during a Disaster Recovery.

Note: These settings can only be changed by Your-Data.

Dynamic Profiling

Dynamic Profiling enables the propagation of certain client side settings from the BCL Platform to your Backup Client.

Note: These settings take priority over any settings specified in the Backup Client.

These settings include:

- Changing the backup schedule
- Specifying system file exclusions
- Adding additional filters to the filter list

When the Backup Client connnects to the BCL Platform, it will receive a list of any Dynamic Profiling settings that have been specified and these changes will be implemented in the Backup Client. If any of these settings are modified with Dynamic Profiling enabled, it will revert back to the Dynamic Profiling settings during each backup.

Change Look and Feel

You have the option to change the look and feel of the Backup Client. From the Tools Menu, go to Change look & feel and select one of the available options.

Backup on Shutdown

Your-Data Internet Backup can automatically initiate a backup whenever the user restarts or shuts down the computer. This feature is enabled by us and cannot be modified from the Backup Client.

When you initiate a Shut Down or Restart of your compter, a dialogue box will prompt Do you want to backup now? Click Yes to backup or No to continue with the shut down process. A progress window will display the backup process on screen. After the completion of the backup a message will appear advising that Windows is shutting down. Click button to restart will be displayed with a timer counting down from 10 seconds. Click on the button to restart the machine or wait for the machine to shut down.

Note: On request, we can configure Backup on Shutdown to be initiated without any user intervention from the client side.

9. SECURITY

Your-Data Internet Backup uses a combination of Blowfish encryption and SSL secure data transmission to ensure the safety of your data.

When the Backup Client has to transfer data to the BCL Platform, it connects using a secure SSL (1024 bit RSA key exchange, 128 bit RCA stream cipher and SHA-1 integrity checking) connection to transfer the data. Signed SSL certificates and Certificate Revocation Lists (CRLs) are used to verify server integrity.

Data is stored using 448-bit Blowfish encryption to encode the data on the Server. This is considerably greater than the encryption used for Internet banking and online credit card transactions.

Your encryption key is seen as a pass phrase by the BCL Platform. A random encryption key is automatically generated when any account is created and this random key (and not the pass phrase specified by you) is used to encrypt your files.

The encryption key is protected by the pass phrase (your encryption key) and without this pass phrase you cannot decode the actual encryption key. When you change the encryption key in the Backup Client, the actual key is decrypted and re-encyrpted with the new pass phrase.

The data is never touched. All data since the initial backup is encrypted with the same random encryption key even when the pass phrase is changed. If you change your encryption key, you do not have to remember the previous encryption keys for future restores – the Backup Client will be able to retrieve the data from the BCL Platform.

Your encryption key is not stored anywhere on the BCL Platform, and is only known to you. If you forget this encryption key, it will render your data unrecoverable.

Security standards and techniques employed by Your-Data Internet Backup are audited by PricewaterhouseCoopers to ensure that sensitive corporate data remains safe from prying eyes when transferred over the Internet or stored on a server.

IT IS IMPERATIVE THAT YOU RETAIN A COPY OF THE PASSWORD AND ENCRYPTION KEY YOU CREATE AS THIS WILL BE YOUR ONLY WAY TO ACCESS DATA. LOSS OF THE PASSWORD OR KEY WILL PREVENT YOU ACCESSING YOUR INFORMATION.

Blowfish Encryption

Blowfish is an encryption algorithm. It is a symmetric block cipher, which uses a variable-length key from 32 bits to 448 bits. Your-Data Internet Backup uses the maximum strength 448-bit key.

SSL Communication

The Secure Sockets Layer (SSL) is a commonly used protocol for managing the security of data transmission. SSL uses the public-and-private key encryption system from RSA, which also includes the use of a digital certificate.

10. GLOSSARY

BCL Platform:	This is the Datacentre where your data is backed up to using the Your-Data Internet Backup product. This is also known as the Storage Platform.
Backup Client:	This is the software application that you install onto your computer when you trial or sign up for the Your-Data Internet Backup product. It is also know as A5 runner application and Attix 5 Backup Professional.
Cache:	The cache holds copies of recently backed up data on your local computer. So, instead of requiring your computer to go to our the BCL Platform to retrieve recently backed up files, the cache simply offers you the lastest copy from the cache on your local computer hard drive. This speeds up backups as the Backup Client will check what changes have been made against the last backup in the cache and only send the changes to the BCL Platform. This is much faster than backing up the whole file again.
Bandwidth:	The amount of data that can be passed along a communications channel in a given period of time.
Sockets:	A computing term to refer to a high-level interdevice connection that can be easily used by a program without having to directly interface with the communications hardware.
Snapshot:	A snapshot in computer storage is a set of files and directories as they were at a given time in the past.
Encryption:	Changing of text or other data into a code that appears to be unreadable. Encryption uses an encryption algorithm and one or more encryption keys.
Encryption Algorithm :	A formula used to turn ordinary data, or "plaintext," into a secret code known as "ciphertext." Each algorithm uses a string of bits known as a "key" to perform the calculations. The larger the key (the more bits), the greater the number of potential patterns can be created, thus making it harder to break the code and descramble the contents.

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